

Amendments to the Claims

Please replace the original claim set with the following replacement claim set.

1. (Cancelled)
2. (Currently Amended) The method of claim 1 ~~18~~, wherein the customer data comprises customer names, locations, and service request dates.
3. (Currently Amended) The method of claim 1 ~~18~~, wherein the selected data comprises report numbers and service request dates.
- 4-5. (Cancelled)
6. (Currently Amended) The method of claim 5 ~~18~~, wherein a terminal operator selects the at least one report by viewing the spreadsheet.
- 7-17. (Cancelled)
18. (Currently Amended) A method for managing customer service request reports, comprising:
 - receiving customer data, ~~including service request dates~~, in a mainframe database system based on a plurality of customer requests;
 - generating a report for each of the plurality of customer requests based on the customer data in the mainframe database system;
 - assigning a unique report number for each of the generated reports;
 - providing summaries of at least one of the generated reports to a computer acting as a printer emulator;
 - importing selected data from the provided report summaries into a spreadsheet;
 - connecting to the mainframe database system with a computer acting as a terminal emulator;

~~selecting~~ submitting a print request to the mainframe database system from the terminal emulator to print selected reports based on information in the spreadsheet ~~the service request data for each~~ at least one of the generated reports;

providing the selected reports from the mainframe database system to the printer emulator in response to the print request;

saving the provided reports as word processing documents; and

storing the saved reports on a storage device.

19. (Original) The method of claim 18, wherein a file name for each saved report comprises the report number.

20. (Original) The method of claim 18, wherein the storage device comprises a file server.

21. (Original) The method of claim 18, wherein a single computer comprises the printer emulator and the terminal emulator.

22. (Original) The method of claim 18, further comprising deleting the customer data from the mainframe database system.

23. (Original) The method of claim 22, further comprising deleting the generated reports from the mainframe database system.

24. (Currently Amended) ~~The method of claim 23, wherein each generated report is deleted~~ A method for managing customer service request reports, comprising:

receiving customer data in a mainframe database system based on a plurality of customer requests;

generating a report for each of the plurality of customer requests based on the customer data in the mainframe database system;

assigning a unique report number for each of the generated reports;

providing summaries of at least one of the generated reports to a computer acting as a printer emulator;

importing selected data from the provided report summaries into a spreadsheet;

connecting to the mainframe database system with a computer acting as a terminal emulator;

submitting a print request to the mainframe database system from the terminal emulator to print selected reports based on information in the spreadsheet for at least one of the generated reports;

providing the selected reports from the mainframe database system to the printer emulator in response to the print request;

saving the provided reports as word processing documents;

storing the saved reports on a storage device;

deleting the customer data from the mainframe database system; and

deleting each generated report from the mainframe database system after the generated report is selected and provided to the printer emulator.

25-41. (Cancelled)

42. (Currently Amended) A system for managing customer usage reports, comprising:

a mainframe database system for receiving customer data based on a plurality of customer usage submissions;

a computer comprising a printer emulator and a terminal emulator, and in communication with the mainframe database system; and

a file server in communication with the computer;

wherein the mainframe database system generates a report for each of the plurality of customer usage submissions based on the customer data, at least one of the generated reports is selected for printing, a file is generated comprising report numbers associated with the selected reports, the file is printed to the printer emulator, the computer imports to a spreadsheet selected data from a generated report selected for printing; the terminal emulator connects to the mainframe database system in response to a print request for at

least one selected report based on data in the spreadsheet, the selected report or reports are printed from the mainframe database to the printer emulator, and the printed reports are stored on the file server.

43. (Original) The system of claim 42, further comprising a local area network in communication with the file server.

44. (Original) The system of claim 43, wherein the stored reports are accessible from the local area network.

45-46. (Cancelled)

47. (Original) The system of claim 42, wherein the printed reports are stored on the file server as word processing documents.